



EMPLOYMENT OPPORTUNITY
Part-time Customer Service Specialist 2
\$1185.00 – \$1532.00 Range: 35

Recruitment #1416-11 Opens: March 2, 2011 Closes: March 22, 2011

Job Summary

This recruitment is to fill a permanent part time position in the Spokane office. As a member of the customer service team, this employee provides information about hunting and fishing opportunities and available services to hunters, fishers, the recreating public, and Regional staff. Principal activities include:

- Interpreting agency related laws, policies and procedures to resolve customer service problems;
- Providing interpretation and advice by telephone, by email and in person to hunters, fishers, wildlife viewers, license dealers, people with nuisance wildlife problems, and others;
- Maintaining contact with WDFW personnel to ensure reference material is current;
- Reviewing agency website for new information and links to other resources;
- Ensuring that regulation pamphlets are available for reference and have a working constantly updated knowledge of the regulations;
- Updating brochures, flyers, and displays for seasonal information;
- Inventorying and maintaining resource material and pamphlets and other educational materials.

Office hours are between 8 a.m. to 5 p.m., with infrequent assignments outside of this schedule. This employee is responsible for opening and closing the office and responding to telephone calls during the business day. The employee must be timely and reliable in arriving at work and returning from breaks and lunch. This employee must feel comfortable with the public, especially during demanding and difficult circumstances and be able to work independently. The position requires sitting up to 6 hours per day and standing up to 2 hours per day.

Qualifications

This position requires three years of relevant experience providing assistance to customers regarding inquiries, complaints or problems, OR, an Associate's degree and two years of relevant experience OR a Bachelor's degree.

Competencies: The best qualified applicants will demonstrate abilities in the following areas through relevant work experience and training:

- Proficiency in reading, comprehending, retaining and interpreting information from complex written documents;
- Working knowledge of computer software applications including Microsoft Word and Excel;
- Ability to work accurately and with attention to detail.
- Ability to handle large amounts of cash, checks and money orders;
- Record keeping, filing, and organization skills to work with a variety of forms and records;
- Ability to manage multiple priorities and balance a varied workload;
- Ability to communicate tactfully with people in stressful situations; telephone communication skills;

How to Apply

Submit the completed state application along with a letter of interest and a resume that specifically addresses how you meet each one of the key competencies. Send these materials to wdfwjobs@dfw.wa.gov. If you have questions about this recruitment, you may also contact Margaret Gordon, Recruitment Specialist at 360-902-2209.

The Department of Fish and Wildlife is an equal opportunity employer. We strive to create a working environment that includes and respects cultural, racial, and ethnic, sexual orientation and gender identity diversity. Women, racial and ethnic minorities, persons with disabilities, persons over 40 years of age, disabled and Vietnam era veterans and people of all sexual orientations and gender identities, are encouraged to apply. Persons needing accommodation in the application process or this announcement in an alternative format may call (360) 902-2276 or the Telecommunications Device for the Deaf (360) 902-2207.